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### 1 Is paper safer? The role of paper flight strips in air traffic control

Wendy E. MacKay

December 1999 ACM Transactions on Computer-Human Interaction (TOCHI),

Full text available: pdf(1.13 MB)

Additional Information: full citation, abstract, references, citi

Air traffic control is a complex, safety-critical activity, with well-established attempts to automate the existing system have failed because controllers rem paper flight strip. This article describes a four-month intensive study of a team understand their use of paper flight strips. The article also describes a compar rooms in Franc ...

Keywords: activity theory, affordances, air traffic control, annotation, ethnogr awareness, safety factors

### 2 Level II technical support in a distributed computing environment

Tim Leehane

September 1996 Proceedings of the 24th annual ACM SIGUCCS conference on User

Full text available: pdf(5.73 MB)

Additional Information: full citation, references, index terms

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